

**IN THE UNITED STATES PATENT & TRADEMARK OFFICE**

Applicant: Vos, et al. : Attorney. Ref. #: 1160215 - 0531069  
Serial No. 10/825,645 : Group Art Unit: 2614  
Filed: April 15, 2004 : Examiner: Lisa Hashem  
For: METHOD AND APPARATUS FOR MANAGING CUSTOMER DATA

**AMENDMENT AND RESPONSE**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Examiner:

In response to the office action dated July 23, 2009 ("Office Action"), the time for response having been extended by one month, please consider the following amendments and remarks.

**Amendments to the claims** begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.